



**Massachusetts Bay  
Transportation Authority**

## GM's Report to the Board

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Phil Eng, MBTA General Manager and CEO

July 24, 2025



Reinvesting in the Workforce | Reinvesting in Infrastructure | Restoring Transit & Public Trust

Choose Transit: Full  Ahead



June 24  
& July 4

Choose Transit: Full  Ahead





Continued investment in systemwide accessibility & rider improvements.

# North Wilmington Station Re-Opens

June 30, 2025

- Level boarding
- Shelter canopy
- New station access
- Improved audio & visual communications
- Enhanced security systems

Before



After



Haverhill Commuter Rail Line

Before



After



Choose Transit: Full  Ahead



# Winchester Center Station | Before





# Winchester Center Station | After, Fully Accessible







# North Station Draw One Bridge Replacement Procurement



# Ryan Coholan

## Chief Operating Officer





# Extreme Wind & Tree Obstruction | CR Resumes Swiftly

Employees focused on the mission and ensured passengers were safely accommodated to intended destinations.



July 3, 2025



Choose Transit: Full  Ahead

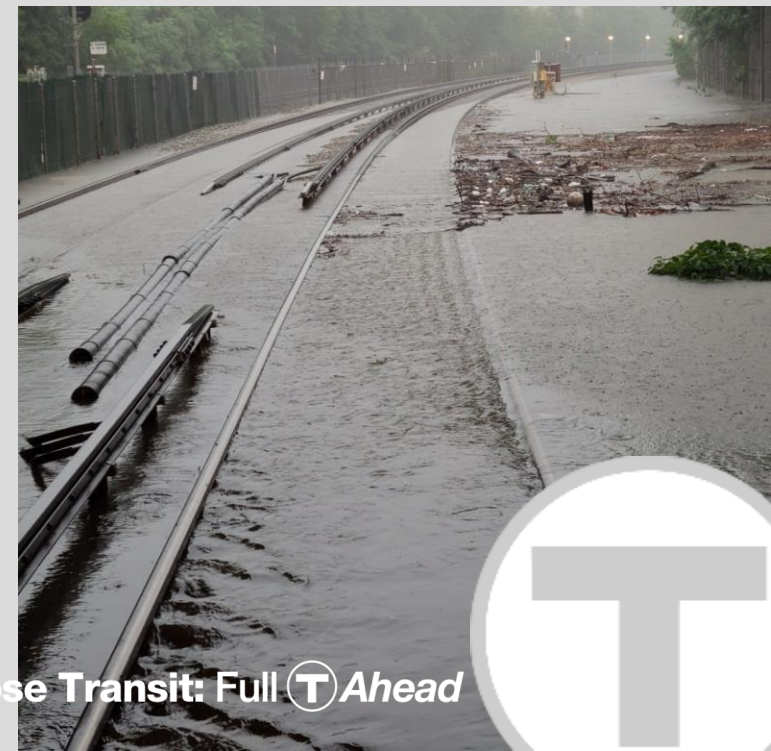
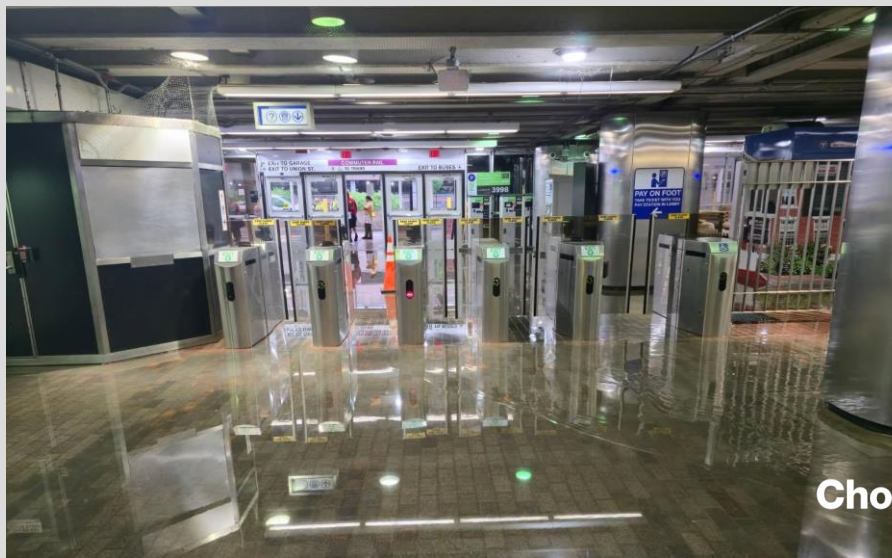


# Quick Response to Sudden Flooding | Braintree Red Line

**T employees' timely actions ensured safety as riders were directed to southbound Commuter Rail with rising waters forcing service to be suspended. Service was restored just 3 hours later.**



July 10, 2025



Choose Transit: Full  Ahead





# Safely Overcoming Unexpected Infrastructure Issues

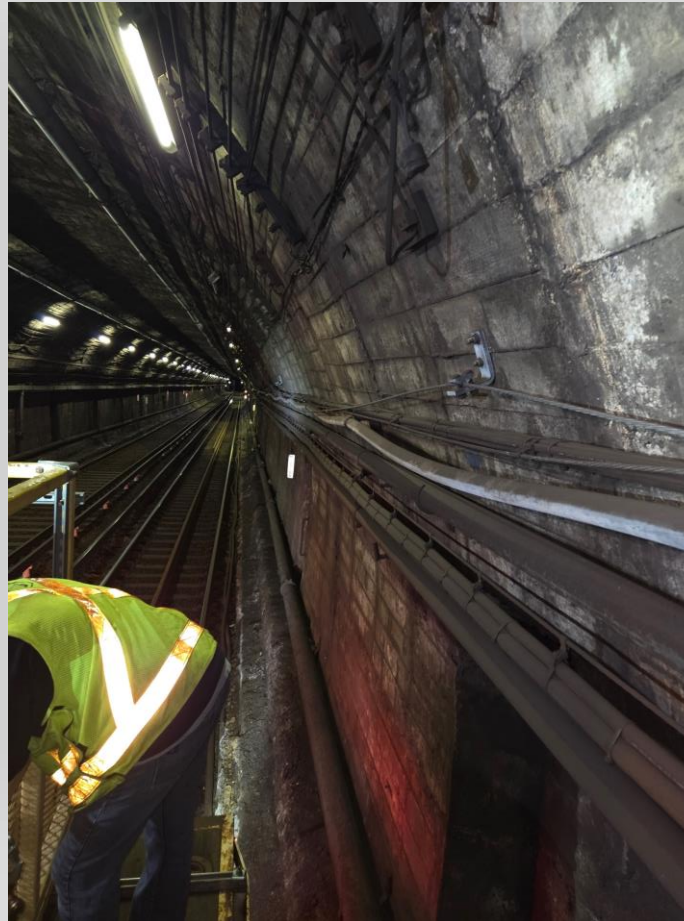
With safety as the T's guiding principle, the observant motorperson appropriately stopped the train. Riders were safely evacuated.



July 15, 2025



July 15, 2025



Repaired

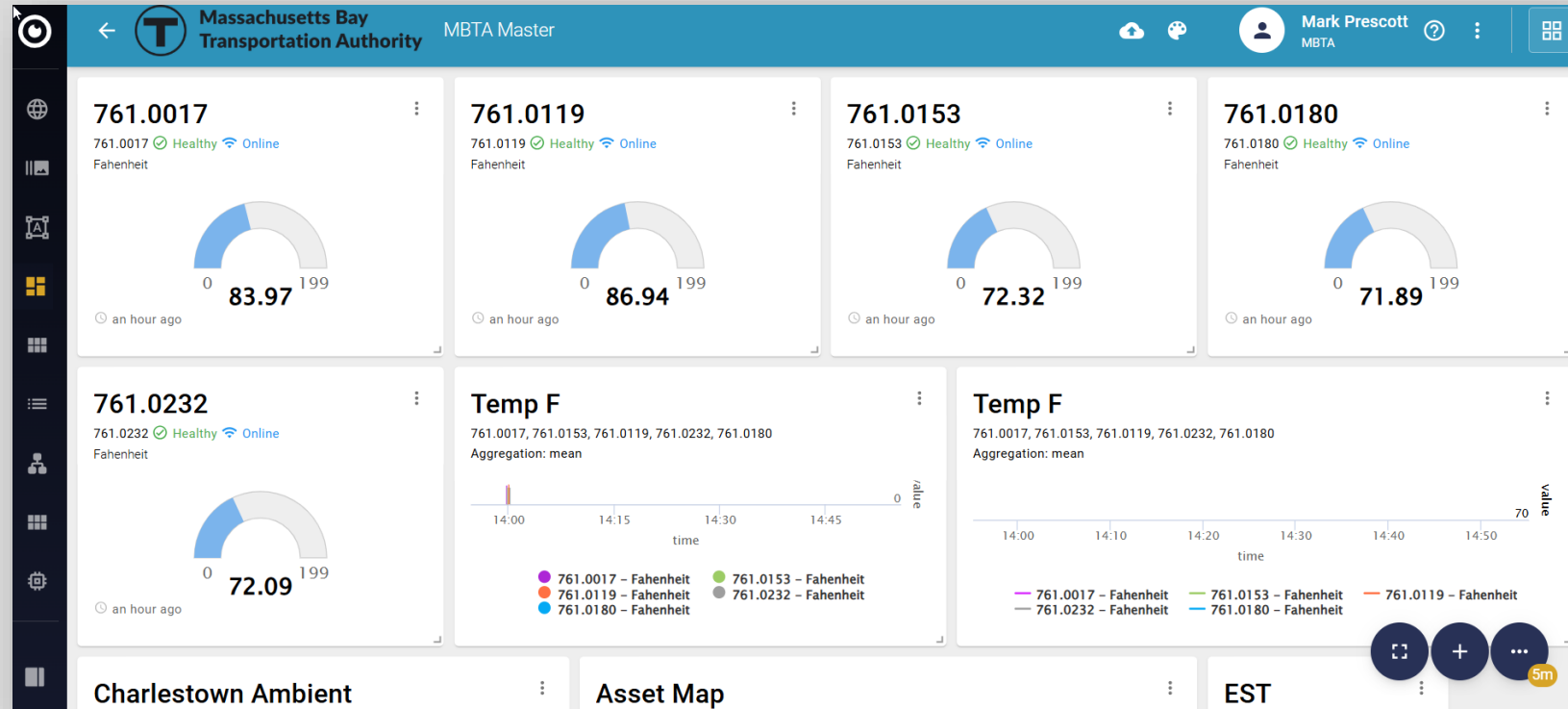
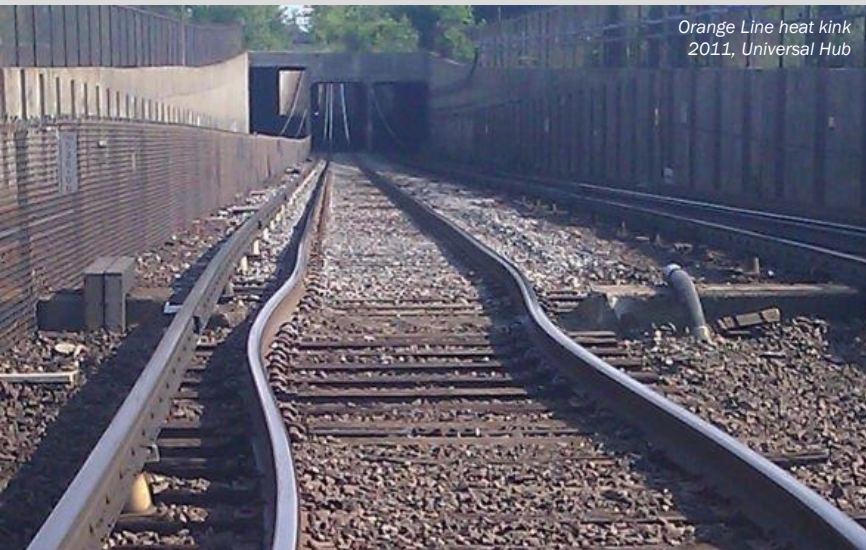


Repaired





# Thinking Ahead to Tackle Extreme Heat Events







## Innovating to Rebuild Core Infrastructure







# Safest Bus Operator Awards





CABOT



QUINCY



## Safest Bus Operator Awards



Choose Transit: Full  Ahead







# Safest Bus Operator Awards





## ARBORWAY



## Safest Bus Operator Awards

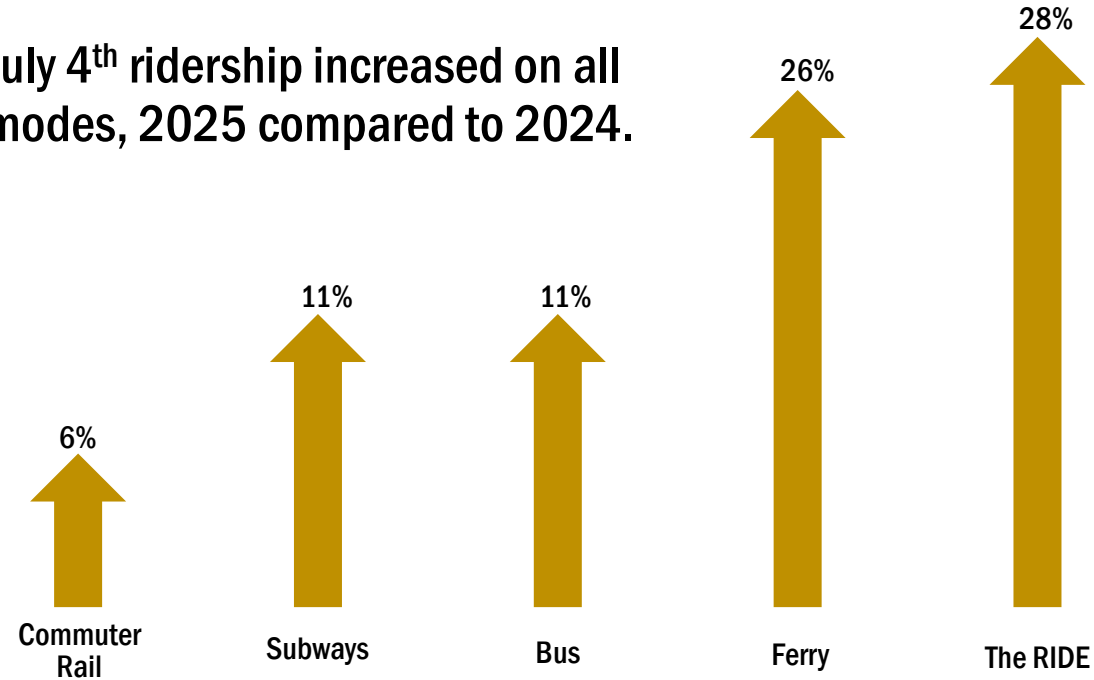




# July 4<sup>th</sup> Service | Solid Execution



July 4<sup>th</sup> ridership increased on all modes, 2025 compared to 2024.



Choose Transit: Full  Ahead



# Rebuilding Our Workforce | Bus Operators Graduate



## 1<sup>st</sup> Cohort OCC Training Nears Completion

*Internal & external recruits. 2<sup>nd</sup> cohort in process.*





# Erica Baker

## Senior Director, Customer Marketing





# Slushie Give-away



# Rider & Employee Appreciation





HOTTEST JUNE DAYS ON RECORD IN BOSTON



# Slushie Give-away & Summer Music Series

Rider & Employee  
Appreciation



Choose Transit: Full  Ahead





# | Pride in transit.



Saturday, June 14, 2025

Choose Transit: Full  Ahead





# ADA 35-Year Anniversary Celebration

July 23, 2025





# T Insights with MassDOT Secretary & CEO Tibbits-Nutt

June 24





# John P. Martin

Chief Counsel – MBTA



Choose Transit: Full  Ahead



# Choose Transit: Full Ahead



Choose Transit: Full  Ahead



# Thank You. Questions?

